GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA

UNSTARRED QUESTION NO:5273
ANSWERED ON:24.04.2015
OVERCHARGING BY HOSPITALS
Mishra Shri Anoop

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether the Government has received complaints of overcharging by certain hospitals which reportedly outsource dental facilities to the CGHS beneficiaries in the dental clinics run in the CGHS dispensaries by repeatedly calling dental patients for review;

(b) if so, the details thereof; and

(c) the corrective action being taken by the Government in this regard?

Answer

THE MINISTER OF HEALTH AND FAMILY WELFARE (SHRI JAGAT PRAKASH NADDA)

(a) & (b): Yes, some complaints from CGHS beneficiaries regarding overÂ¬billing and unsatisfactory and deficient services have been received by CGHS and the same has been taken up with Director, Forsan Healthcare Pvt. Ltd. (Service provider for Dental clinics run in the CGHS dispensaries).

(c): I. An internal committee comprising of Dental specialists has been constituted to look into the complaints received. About 3000 bills of CGHS Delhi for the period 2011-13 have been checked by the committee and it has recommended refund of Rs. 3.13 Crore from the pending bills of the agency. Additionally, bill amount of Rs. 1.79 crores (approximately) has been withheld.

II. CGHS has also constituted two standing committees to look into the working and other related issues to keep a check over the quality of services provided by the agency.

iii. Additionaklly the bills submitted by the agency are now scrutinized by the CMO I/C of the wellness centres to which these dental units are attached.